Critical Information Summary

Clear nbn™ Copper 1000GB 50/20

Month-to-Month

Information About the Service

Description

The nbn™ Fibre to the Node (nbn™ FttN) service is a residential grade broadband internet service where the existing copper network is used to make the final part of the nbn™ network connection, from a nearby FttN cabinet or micro-node to your premises. It offers a **Peak Information Rate** of up to **100mbps down and 40mbps up.**

Requirements, Availability and Limitations

The **nbn™ FttN** Service is only available to those who are in the nbn™ FttN area. (Check our website for coverage at your address.)

Peak speeds refer to the speed delivered to the VDSL2 technology installed at the customer's premises. They are not necessarily equivalent to the speeds you will achieve in practice. Actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, software, the connection within the premises (e.g. a wireless router may not operate at the speed of your VDSL2 connection) and the type/source of content being downloaded.

Your data usage is counted in both directions, so if you download 10GB and upload 5GB then your total is counted as 15GB. Your **Data Allowance** can be used at any time. If you exceed your Data Allowance, your **Peak Information Rate** will be reduced to **128/128kbps** for the remainder of your billing period. If you then continue to download data, your **Peak Information Rate** will be progressively reduced. There is no **Excess Usage** charge.

Equipment Needs

Your nbn™ service will utilise copper wiring to connect from the Fibre infrastructure to your premises. This will either be in-place cabling for an existing or past landline telephone service, or will be new cabling installed for you. From that point you will require a VDSL2 Modem/Router, to connect to your various devices. If you do not already own one, Clear can sell you a suitable device at an additional cost, from our list of hardware options.

Minimum Term

This **nbn™ FttN** plan option features a minimum 1 month agreement. (Also available with 12, 24 month minimum terms.) A 12 month or longer agreement gives access to discounted hardware and lower activation fees.

Bundling

This service is not conditional on having a phone line with us. If you choose to purchase a **ClearTalk** service, your broadband service will be discounted by *$10* a month.

Included Features

There are a range of value-added features included with **nbn™ FttN**, with further details on our website;

Anytime data	5 email addresses	Data Blocks	100MB of Webspace
Static IP address	Free spam-virus filter	Equipment discounts	Free Plan Change (1 per month)

Information About Pricing

Installation Fee

Your installation fee on a month-to-month agreement is $129.00. A once-off $300 nbn **New Development Fee** is charged if your premises is identified by nbn as being within a new development area without any nbn equipment installed.

Monthly Charges

The Clear nbn™ Copper 1000GB 50/20 Month-to-Month plan has a:

- Monthly Charge of $89.95
- Unit cost of $0.09 per 1GB of data
- Peak Speed of 50mbps down/20mbps up
- Typical evening speed of 35mbps
- Monthly Data limit of 1000GB

Total Minimum Price

On a month-to-month agreement the **Total Minimum Price** is $218.95, comprising the $129.00 installation fee and 1 month at $89.95 per month.

Excess Usage

Both upload and download count towards your monthly included data. There are no excess usage charges, instead traffic beyond the included data quota will be slowed to **128kbps/128kbps.** You can purchase data blocks to remove your shaping. Prices and options are available on our website. It may take up to an hour for your speed to return to normal.

Notice of Cancellation

Clear requires thirty (30) days' notice of cancellation in writing, if you decide to close your account. Your service will be cancelled 30 days after we reply in writing to confirm your cancellation request.

Early Termination Charge

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Other Information

Usage Information

Customers can monitor their **nbn™ FttN** usage at myclear.clearnetworks.com.au.

Customer Service Contact Details

Contact	Sales	Customer Care / Technical Support
Phone	1300 855 215	1300 855 215
Email	sales@clearnetworks.com.au	support@clearnetworks.com.au
Hours	Weekdays 9:00am to 5:30pm AEST	Weekdays 9:00am to 9pm & Saturday 12:00pm to 9pm AEST

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.clear.com.au/legals/complaints.

Telecommunications Industry Ombudsman

In the unlikely event your complaint is not resolved, or you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (telecommunications industry ombudsman). The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint.